

CWS Mission

Creative Workforce Solutions will coordinate employer outreach, job placement and follow-along supports that will provide:

- **Broader selection of jobs and employers for AHS customers to choose from.**
- **Increased opportunity for employers and AHS customers to use progressive employment options to test whether CWS employment matches are promising.**
- **Streamlined employer access to candidates who meet their workforce needs.**
- **Improved employment outcomes for all AHS programs serving jobseekers.**
- **Increased CWS visibility in the employer community and raised awareness of the services and supports available to them.**

CWS Vision

Employers are able to meet their workforce needs through a coordinated, consistent and simple process that provides them with pre-screened candidates who want to work.

All age-appropriate AHS customers are able to obtain and maintain employment that promotes self-sufficiency through access to the resources they need to ensure success.

CWS Guiding Principle

The Agency of Human Services and its partners believe that employment is a priority outcome and will better coordinate employment services in order to:

- 1) improve employment results for our clients;**
- 2) improve the interface between AHS and its business employers; and**
- 3) more effectively manage limited financial resources devoted to employment services.**

CWS Definitions

Creative Workforce Solutions (CWS): A statewide initiative of the Agency of Human Services designed to build collaboration between employment programs in order to better serve the needs of AHS jobseekers and the employers who hire them. By meeting the needs of these two key customers, Creative Workforce Solutions will increase employment outcomes, enhance and grow businesses and provide streamlined access for both jobseekers and employers.

Progressive Employment Options: Opportunities for AHS customers seeking employment to be introduced to employers through a variety of flexible workplace placements including company tours, job shadows, internships, work experiences, on-the-job training and subsidized employment options.

Employer: Any business or organization in Vermont or our neighboring states who employs workers and pays at least the prevailing minimum hourly wage. Private, non-profit and public sector organizations who hire, train, promote and retain workers are all considered employers under this definition.

Workforce: The employees, management and leadership of an organization who, together, support the profitability and/or operation of that organization.

Workforce Needs: Workforce needs can include training and supervision, education, retention supports, recruitment tools, funding resources and other activities that increase productivity, reduce turnover and facilitate profitability and growth for the enterprise as a whole.

Age Appropriate: Individuals who meet the age requirements to participate in paid employment.

Self-Sufficiency: The ability to maintain financial and community independence to the highest degree possible.

Employment: Performing tasks for an employer in return for monetary compensation, or operating and sustaining self-employment that produces income for the individual.

CWS/AHS Partners: State agencies and departments, non-profit organizations and other entities who receive Agency of Human Services funding, either directly or indirectly, to provide employment services to Vermonters.



CreativeWorkforceSolutions

An Initiative of the Agency of Human Services

A Glossary of Programs and Acronyms

AHS: Agency of Human Services

BAM: Business Account Managers – a newly created position in each region dedicated to serving employers in their district and facilitating CWS coalitions

Benefits Counselors (BCs): Professionals who can help people understand how earned income will affect other public and private benefit programs

Case Manager: A professional who helps individuals in a variety of daily living activities, including housing, healthcare, financial, employment, social and legal activities

Community High School (CHSVT): An accredited alternative high school housed within DOC

Consumer: A person who receives services from DAIL, DVR, DBVI, VABIR. Sometimes called a customer or client. All labels have problems; best practice is to speak long-hand: “a person who receives services from...”

CRT: Community Rehabilitation and Treatment – Program provided by Community Mental Health Centers (DAs) to people with chronic mental illness; people receiving CRT have case managers and are eligible for Supported Employment programs

CWS: Creative Workforce Solutions

CWS Coalitions: Groups of AHS-funded employment programs, one in each of 12 AHS districts

DAIL: Department of Disabilities, Aging and Independent Living

DBVI: Division for the Blind and Visually Impaired, a division of DAIL

DCF: Department for Children and Families

Designated Agency (DA): Private Mental Health and Developmental Service Agencies designated by DMH and DAIL to provide service to individuals in their area

DMH: Department of Mental Health

DOC: Department of Corrections

DOL: See VDOL

DVR: Division of Vocational Rehabilitation, also VR or VocRehab VT; a division of DAIL

Employment Consultant: Preferred job title of DVR and VABIR employees; replaces job developer, employment specialist, employment training specialist, job coach. Simplifies roles for employers

ESD: Economic Services Division, a division of DCF

JOBS: “Jump On Board for Success” – A supported employment program for youth who are out of school in custody and/or homeless; jointly funded by DVR, DCF and DMH

Reach Up (RU): A program in ESD to assist families to become economically independent

Rehabilitation Counselors: Professionals who help people with disabilities find and maintain employment. Also called VR Counselors and VocRehab Counselors. Have access to some additional resources to assist with training, transportation and assessment

Supported Employment (SE): Intensive employment supports for specialized populations

VABIR: Vermont Association of Business, Industry and Rehabilitation – a private non-profit partner of DVR, ESD, and DBVI. Many of the Business Account Managers will be VABIR employees

VAL: Vermont Adult Learning

VDOL: Vermont Department of Labor – a stand alone department in State government

Vermont Associates: An employment program for low income Vermonters over the age of 55 utilizing a variety of progressive employment strategies

VT Refugee Resettlement: A federally funded program with one of its goals to help refugees find employment